

Year 2003 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2002 statistics

Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
Aetna Life Insurance Company Aetna Health, Inc.	URAC' Directory of Accredited Organizations and Resource Guide, 2003 NCQA
Altus Dental Insurance Company, Inc.	Communications Center, Inc.
Ameritas Life Insurance Corp.	NA
Reliance Standard Life Insurance Company	NA
Baystate Health Systems (PPA)	NA
Blue Cross and Blue Shield of Massachusetts, Inc. 	National Committee for Quality Assurance Health Plan Report Card A.M. Best Health Care (ambest.com) Quality Compass Industry Consultants: Watson Wyatt Worldwide, William M. Mercer, Hewitt Associates, and Towers-Perrin
CIGNA HealthCare of Massachusetts, Inc.	None
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	Marketing Leverage, Inc.
Columbian Life Insurance Company	None
ConnectiCare of Massachusetts, Inc.	JD Powers and Associates, 2001 Commercial Managed Care Satisfaction RAND Corp., Health Plan Performance Reports for 2002
(Consolidated Health Plans) OneBeacon America Insurance Company Guarantee Trust Life Insurance Company	Conducting their own surveys
Corvell (PPA for OHU-Compcare)	NA

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Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
Fallon Community Health Plan, Inc.	New England HEDIS Coalition (www.nehedis.org)
Fallon Health & Life Assurance Company	Same as above
Fortis Insurance Company	None
Fortis Benefits Insurance Company	None
John Alden Life Insurance Company	None
General Electric Group Life Assurance Company	NA
Great West Life & Annuity Insurance Company	None
One Health Plan of Massachusetts, Inc.	None
New England Life Insurance Company	None
Metropolitan Life Insurance Company	NA
(The) Guardian Life Insurance Company of America	CAHPS

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	Regarding satisfaction and quality of services
Harvard Pilgrim Health Care, Inc. Harvard Pilgrim Insurance Company Harvard Pilgrim Health Care of New England, Inc.	National Committee for Quality Assurance CAHPS HEDIS Same as above Same as above
Health New England, Inc.	HEDIS CAHPS 3.0 Member Satisfaction Survey conducted by The Myers Group
Managed Comp (PPA)	NA
(The) MEGA Life & Health Insurance Company Mid-West National Life Insurance Company of Tennessee Chesapeake Life Insurance Company	A.M. Best Fitch (previously Duff & Phelps) Standard & Poors Same as above Same as above
Mutual of Omaha Insurance Company United of Omaha Life Insurance Company	PPO CAHPS Comparison 2001-2002 Same as above
Neighborhood Health Plan, Inc.	NCQA CAHPS 2.0 NCQA HEDIS
Pioneer Health Network- The PPO Pioneer Management Systems, Inc. on behalf of Markel Insurance Company Combined Insurance Company of America	NA None A.M. Best and also by Fitch, Inc.

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Prudential Insurance Company of America	None
Trustmark Insurance Company	None
Tufts Associated Health Maintenance Organization, Inc.	J.D. Power and Associates 2002 Managed Care Satisfaction Study National Committee for Quality Assurance (HEDIS) Massachusetts Healthcare Purchaser Group
UNICARE Life and Health Insurance Company	Marylander Marketing Research, Inc. Pine Research of Culver City
United HealthCare Insurance Company UnitedHealthcare of New England, Inc.	CAHP/HEDIS Same as above